



Client Grievance Procedure

The client grievance procedure has been established to provide a process for the reporting of possible service delivery violations. If you feel your rights have been violated in the provision of services while at the King County Veterans' Program (KCVP), please read and follow the process below.

It is understood that you may be upset over a particular decision or interaction. However, if your behavior appears to be related to drug or alcohol use or becomes loud, aggressive, abusive or threatening, you will be asked to leave immediately. We are here to provide veterans' services within specific program parameters and remain committed to help you resolve any misunderstanding or error(s) that may have been incurred while seeking these services.

Action Steps:

1. Verbally report your grievance to a KCVP social worker. If your complaint is against the staff at the front desk or your social worker please ask to speak with the Lead Social Worker. If the outcome of your verbal report is not resolved to your satisfaction at that time, please ask for a Client Grievance Form and continue with this process.
2. Complete the Client Grievance Form as clearly as possible. Be specific about events, names, dates and related information. If you need any assistance completing this form, please let staff know.
3. Bring the Client Grievance Form back to the front desk. The lead social worker will review your written grievance and submit his or her findings to the KCVP program manager for review.
4. Your written grievance will be reviewed and you will be contacted by the program manager within two working days of your submittal. In this case, it is especially important that you leave good contact information for further discussion and communication of the grievance resolution with the program manager.
5. You will be contacted by phone or have a face-to-face interview with the KCVP program manager to discuss your grievance and determine further action.
6. In the event the grievance remains unresolved, the KCVP program manager will submit the written results of his or her investigation and other pertinent materials to a KCVP Advisory Board Subcommittee. At the next meeting of the subcommittee the grievance will be reviewed, any necessary client hearings held and a written record of the findings made. The client has the right to be present at the hearing. You will be notified of the results of this review by the KCVP program manager within five business days of the hearing. Results of this review are final.